



City of Mountain View

WATER QUALITY '03

JUNE 2004

CONSUMER CONFIDENCE REPORT

YOUR WATER

The City of Mountain View's goal is to provide safe, high-quality drinking water that meets Federal and State Standards. This annual report describes where the City's water comes from, lists results from water quality tests and explains how to interpret the data.

In 1996, Congress amended the Safe Drinking Water Act, adding a requirement that water systems deliver to their customers a brief annual water quality report similar to the Annual Water Quality Report that California utilities have been distributing since 1990. Consumers have the right to know the origin and content of their drinking water.

The City of Mountain View annually tests over 1,500 samples to continuously monitor the water distributed to you. The results of the sampling program show that Mountain View water meets all regulatory standards.



YOUR SAFETY

In 2003, the City of Mountain View water system had an added focus on system reliability and security as part of its continued commitment to provide safe water. Mountain View's commitment to reliability includes maintaining the integrity of the water system infrastructure through operations, repair and replacements, planning for future water demands, and participation with regional agency projects.

Protection of the water system from potential hazards includes continued security awareness and planning. In 2003, Mountain View completed a Vulnerability Assessment, reviewed security, and completed many system improvement projects. Water facilities are inspected daily, access to the facilities is controlled, and system performance is monitored continuously.

Mountain View's commitment to water quality and quantity is demonstrated through scheduled water sampling and monitoring of the system. The conversion to chloramine disinfectant to the area served by San Francisco Public Utilities Commission (SFPUC) completed the conversion to chloramine citywide. Chloramine provides a longer lasting disinfectant for the entire water system, improves water quality, and complies with new and State and Federal regulations.

All of Mountain View's water treatment and water distribution operators are certified and attend continuing education classes to maintain their status. Our meter shop personnel also have certification in cross-connection control to prevent contaminants from entering the water system.

This report contains important information about your community's water quality. If necessary, please have it translated, or speak with a friend who understands it well.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Bản báo cáo này bao gồm thông tin quan trọng về chất lượng của nước trong cộng đồng quý vị. Nếu cần hãy phiên dịch bản này, hay nói với một người bạn hiểu rõ bản này.

Этот отчет содержит важную информацию о качестве воды в вашем районе. Если это необходимо, пожалуйста, попросите перевести его или поговорите со знакомым, хорошо понимающим содержание отчета.

Create a water-wise garden and help conserve water for dry years.



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PROTECTING YOUR HEALTH

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, the elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. United States Environmental Protection Agency (U.S. EPA)/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the U.S. EPA Safe Drinking Water Hotline (800) 426-4791 or on U.S. EPA's Web site epa.gov/safewater.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of small amounts of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the U.S. EPA Safe Drinking Water Hotline at (800) 426-4791.

Fluoridation of Drinking Water

In 2003, Mountain View supplied fluoridated water at approximately 1 part per million, the State prescribed optimum level. Mountain View has added fluoride to its drinking water since 2001 in compliance with Department of Health Services (DOHS) regulations.

How Do Drinking Water Sources Become Polluted?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animal or human activity.

Contaminants that may be present in source water include:

- **Microbial Contaminants**, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic Contaminants**, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and Herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic Chemical Contaminants**, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive Contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. EPA and DOHS prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. DOHS regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Lead and Copper

Lead and copper are metals found as natural deposits and are commonly used in household plumbing and water service lines. The U.S. EPA adopted the Lead and Copper Rule and have established the Maximum Contaminant Level Goal for lead and copper.

Lead: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using the water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

New Drinking Water Regulations

In 2003, the U.S. EPA proposed two new rules requiring water systems to enhance their existing efforts in reducing *Cryptosporidium* and disinfection by-products.

The SFPUC and the Santa Clara Valley Water District (SCVWD) have proactively initiated several efforts to address the new requirements.

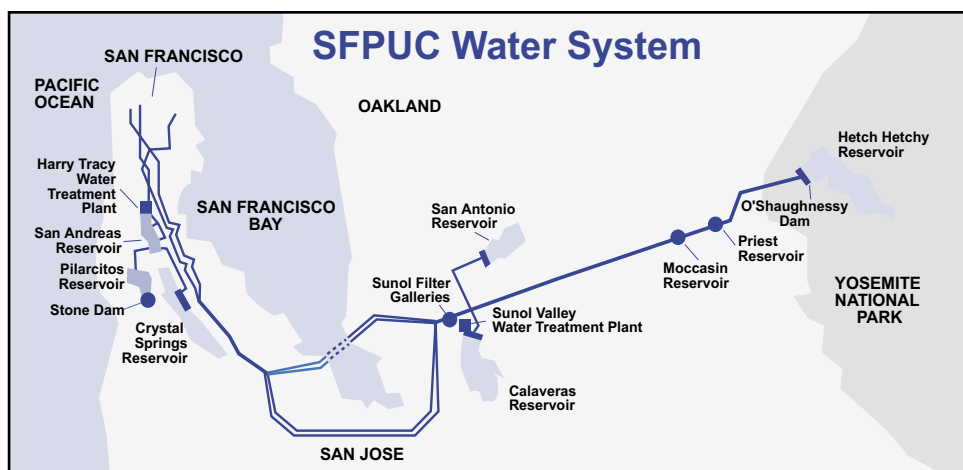
Cryptosporidium and Giardia

Cryptosporidium and *Giardia* are parasitic microbes found in most surface water supplies and can pose a potential health threat. If ingested, either may produce symptoms of diarrhea, stomach cramps, upset stomach, and slight fever. Some people are more vulnerable to *Cryptosporidium* and *Giardia* than others, especially those with compromised immune systems. The SFPUC and SCVWD tests regularly for *Cryptosporidium* and *Giardia* in both source and treated water supplies. Both were occasionally found at very low levels in the SFPUC's water in 2003. The SCVWD water did not detect these microbes.

Unregulated Contaminant Monitoring Regulation (UCMR)

New Federal Regulations require monitoring of new unregulated contaminants. The purpose of monitoring for unregulated contaminants in drinking water is to provide data to support the U.S. EPA decisions concerning whether or not to regulate these contaminants in the future for the protection of public health. While in conformance with the DOHS Regulation, Mountain View failed to conduct and submit the results for the December 31, 2003 Federal compliance deadline. The monitoring and reporting parameters were slightly different between the U.S. EPA and DOHS. Mountain View received an administrative order and has submitted the first half of the semiannual monitoring to the U.S. EPA and is now in compliance. The monitoring and reporting failure did not result in any adverse health effects to customers. To prevent similar occurrences the Water Division is following the compliance order and streamlining the water quality testing parameters.

The full results of the Federal UCMR will be available following the second round of testing and reporting in October and will be available in next years Consumer Confidence Report.



map by Mimi Chu Reyes at the San Francisco Public Utilities Commission

PROTECTING WATER RESOURCES

Drinking Water Source Assessment Program

The Drinking Water Source Assessment Program is a program to determine how vulnerable drinking water sources are to commercial and industrial uses. Mountain View has three sources of supply; SFPUC, SCVWD and its own ground-water wells. All three suppliers have conducted their source assessments. Water treatment plants provide multiple barriers for physical removal and disinfection of contaminants.

The SFPUC completed a detailed drinking water source assessment in 2000. The assessment showed that SFPUC watersheds have very low levels of contaminants, and those contaminants found are associated with wildlife and, to a limited extent, human recreational activity. The assessment can be found on the website www.sfwater.org.

The 2003 annual update on the Watershed Control Program and Sanitary Survey describes the watersheds and water supply system, identifies potential sources of contamination in the watersheds, discusses the existing and recommended watershed management practices that protect water quality, and summarizes the water quality monitoring conducted.

SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. SCVWD surface water is mainly imported from the South Bay Aqueduct, Lake Del Valle, and San Luis Reservoir which all draw water from the Sacramento-San Joaquin Delta watershed. The SCVWD local water sources include Anderson and Calero Reservoirs.

The SCVWD source waters are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. The imported sources are also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildland fires in open space areas. In addition, local sources are also vulnerable to potential contamination from commercial stables and historic mining practices. No contaminant associated with any of these activities has been detected in the SCVWD treated water. For additional information, visit the SCVWD website at www.valleywater.org.

Mountain View completed the source assessment for its drinking water wells in 2002 and the assessment revealed that Mountain View wells may be potentially vulnerable to leaking underground storage. Since the City wells are drilled deep into the aquifer the geology is such that the source is protected from contaminants. Mountain View actively monitors the water source to ensure the groundwater source is safe.

Assessments are available for review at the DOHS Drinking Water Field Operations Branch, 2151 Berkeley Way, Room 458, Berkeley, CA 94704.

Copies of the summary can be mailed to you by request by contacting the Public Works Department for more information at (650) 903-6329.

Important Definitions to Understand This Report

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U. S. Environmental Protection Agency.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk of health. MRDLGs are set by the U.S. Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Primary Drinking Water Standard or PDWS: MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.



Residential meters measure water use and detect leaks.

WATER QUALITY DATA

The City of Mountain View distributes over 4.2 billion gallons of fluoridated water annually to its customers from three separate sources. More than 90 percent of the City's water is treated surface water imported from the Sierra Nevada Mountains and purchased from the SFPUC's Hetch Hetchy System. The remaining water is imported from the Sacramento-San Joaquin Delta and is purchased from the SCVWD and a small fraction is groundwater pumped from the deep aquifer through the City's water wells.

The table provides representative analytical results of City of Mountain View water samples collected in 2003. The table contains the name of each substance, the highest level allowed by regulation, the amount detected, the usual sources of such contamination and a key to units of measurement. Please note: the presence of a substance does NOT necessarily indicate the drinking water poses a health risk. Certain quantities of some substances are essential to good health, but excessive quantities can be harmful. To understand the table, please refer to the definitions on page 3 and the footnotes and the key on page 5.



CITY OF MOUNTAIN VIEW WATER QUALITY DATA FOR YEAR 2003 ⁽¹⁾ (16)						
Detected Contaminants	Measurements					
Primary Health Related Consituents	Units	DLR	MCL	PHG or (MCLG)	SFPUC Range	SFPUC Average (MCL)
Turbidity⁽²⁾						
Unfiltered Hetch Hetchy Water	NTU	-	5 ⁽³⁾	NS	0.24-0.74 ⁽⁴⁾	(1.5)
Filtered Water-Sunol Valley WTP, max turbidity minimum percentage of time	NTU	-	1	NS	-	(0.1)
	-	-	95 ⁽⁶⁾	NS	99% ⁽⁷⁾	
Organic Chemicals⁽⁸⁾						
Total Trihalomethanes (THHMs)	ppb	-	80	NS	25.3-75.1	50.8
Total Haloacetic Acids (HAAs)	ppb	-	60	NS	16.2-35	29.9
Total Organic Carbon ⁽⁹⁾	ppb	-	NS	NS	2.4-3.3	2.8
Inorganic Chemicals						
Aluminum	ppb	50	1000	600	33-40	36
Barium	ppb	100	1000	2000	<5-67	3
Fluoride ⁽¹¹⁾	ppb	.1	2	1	1-2	0.7
Nickel	ppb	10	100	12	<1-1	<1
Nitrate (as NO ₃)	ppb	2	45	45	0.2-0.7	0.4
Constituents with Secondary Standards	Unit	DL	SMCL	PHG		
Chloride	ppm	-	500	NS	<3-22	8
Color	unit	-	15	NS	<5-6	<5
Iron	ppb	100	300	NS	<10-28	1
Specific Conductance	µS/cm	-	1600	NS	29-398	18
Sulfate	ppm	500	500	NS	1-43	2
Total Dissolved Solids	ppm	-	1000	NS	20-180	10
Turbidity	NTU	-	5	NS	0.08-0.5	0.2
Cryptosporidium oocysts	Oocysts/1	-	-	ND	ND	<0
Other Water Constituents Analyzed	Units	DLR	AL	SFPUC Range	SFPUC Average	SCVWD Range
Alkalinity (as CaCO ₃)	ppm	-	NS	10-156	67	N
Boron	ppb	100	1000	<100-150	<100	100
Calcium	ppm	-	NS	4-30	17	N
Hardness (as CaCO ₃)	ppm	-	NS	8-140	56	72-
Fluoride	ppm	0.1	NS	<0.1-0.2	0.1	N
Magnesium	ppm	-	NS	<0.5-13	6.5	N
pH	Unit	-	NS	7.5 -9.8	9.1	7.3-
Potassium	ppm	-	NS	<0.5 -2	1	N
Silica	ppm	-	NS	5-7	6.0	N
Sodium	ppm	-	NS	3-27	15	34-
Vanadium	ppm	.003	NS	ND	ND	ND
Zinc	ppm	.05	5	ND	ND	136-
Mountain View System Constituents	Units	MCL or (AL)	PHG or (MCLG)	Range	Average Max	Typical
Turbidity	NTU	5	NS	0.1-0.6	0.2	Soil R
Organic Chemicals						
Total Trihalomethanes (THHMs)	ppb	80	80	43.8-71.6	45 ⁽¹⁰⁾	By-pro
Total Haloacetic Acids (HAAs)	ppb	60	60	18.0-38.0	23.9 ⁽¹⁰⁾	By-pro
Total Organic Carbon	ppb	NS	NS	-	-	By-pro
Other Water Constituents Analyzed						
Fluoride ⁽¹⁵⁾	ppm	2	1	.8-1.2	0.9	Natural
Free Chlorine	pp	MRDL=4	MRDLG=4	0.02-0.93	0.45 ⁽¹⁰⁾	Drinking
Microbial Total Coliform	%	5	(0)	0	0	Natural
pH	Unit	NS	NS	6.7-9.8	8.7	Natural
Customer Tap Lead and Copper Sampling					90th Percentile⁽¹²⁾	
Copper	ppb	(1300)	170	<10-80	<60 ⁽¹³⁾	Corros
Lead	ppb	(15)	2	<2-16	4 ⁽¹⁴⁾	Corros

Water Source					Typical Source in Drinking Water
SCVWD Range	SCVWD Ave	CMV Wells Range	CMV Wells Ave		
8) ⁽⁵⁾	-	-	-	-	Soil Run Off
4)	-	-	-	-	Soil Run Off
-	-	-	-	-	Soil Run Off
3) ⁽¹⁰⁾	40-68	54	-	-	By-product of drinking water chlorination
⁽¹⁰⁾	16-34	24	-	-	By-product of drinking water chlorination
⁽¹⁰⁾	1.46-3.04	2.15	-	-	By-product of drinking water chlorination
5	ND	ND	ND	ND	Erosion of natural deposits
4	ND	ND	ND	ND	Erosion of natural deposits
1	ND	ND	ND	ND	Erosion of natural deposits
1	ND	ND	ND	ND	Erosion of natural deposits
45	2.11-5.68	3.27	3.4-8.6	6.4	Erosion of natural deposits
3	21-126	61	36	36	Runoff/leaching from natural deposits
5	<2.5	<2.5	-	-	Naturally-occurring organic material
4	ND	ND	<0.03	<0.03	Leaching from natural deposits
5	421-593	458	560	560	Substances that form ions when in water
2	ND	ND	30	30	Leaching from natural deposits
00	236-301	263	308	308	Runoff/ leaching from natural deposits
9	0.05-0.06	0.05	-	-	Soil Runoff
0.1	<0.1	-	-	-	Naturally occurring
SCVWD Range	SCVWD Average	Well Range	Well Ave		
D	75	234	234		Naturally occurring
168	138	ND	ND		Naturally occurring
D	ND	ND	83		Naturally occurring
152	103	280	280		Naturally occurring
D	ND	<0.1	<0.1		Naturally occurring
D	ND	17.4	17.4		Naturally occurring
7.9	7.6	7.3-7.7	7.6		Naturally occurring
D	ND	1.7	1.7		Naturally occurring
D	ND	ND	ND		Naturally occurring
73	57	23.0	23.0		Naturally occurring
-3	ND	ND	ND		Naturally occurring
527	336	<0.01	<0.01		Naturally occurring
Natural Sources in Drinking Water					<div>KEY</div> <div>-Non applicable</div> <div><less than</div> <div>ALAction Level</div> <div>NSNo Standard</div> <div>NTUNephelometric Turbidity Unit</div> <div>ppbparts per billion</div> <div>ppmparts per million</div> <div>µS/cm microSiemens/centimeter</div> <div>DLRDetection Limit Reporting</div> <div>SMCLSecondary Maximum Contaminant Level</div>
Run off					
By-product of drinking water chlorination					
By-product of drinking water chlorination					
By-product of drinking water chlorination					
Naturally occurring and added for treatment					
Disinfectant added for treatment					
Naturally present in the environment					
Naturally occurring					
Leakage from household plumbing system					
Leakage from household plumbing system					

FOOTNOTES

- All results met State and Federal drinking water regulations.
- Turbidity is the water clarity indicator; it also indicates the quality of the water and the treatment system efficiency.
- The turbidity standard for unfiltered supplies is 5 NTU.
- Results are based on the monthly average turbidities measured at the Telsa Portal.
- Higher turbidities occurred in the Hetch Hetchy water system but the water was not served to customers.
- For filtered supplies, two turbidity standards apply. Filtered water turbidity must be less than 0.3 NTU 95% of the time and 1 NTU maximum.
- The reported data is the minimum percent time that the filtered water has turbidity less than 0.3 NTU.
- DOHS has approved SFPUC’s request for a waiver of 76 synthetic organic chemicals.
- Total Organic Carbon is a precursor for disinfection byproducts formations. Data obtained from the effluent monitoring at water treatment plants.
- The reported data is the highest annual running average
- Data and source water fluoride levels are obtained from Hetch Hetchy, Calaveras, and San Antonio Reservoirs.
- Action Level (AL). The 90th percentile level of lead or copper must be less than the action level.
- In 2003, 0 out of 28 residences were over the copper Action Level at consumer taps.
- In 2003, 1 out of 28 residences were over the lead Action Level at consumer taps.
- The City of Mountain View added fluoride in 2003 to state-required levels.
- Note that chromium, perchlorate, and MTBE were not detected in the source or treated water.

Note: Additional water quality data may be obtained by calling the City of Mountain View, Public Services Division at (650) 903-6329.

WHAT'S NEW IN THE SYSTEM

Regional Participation

Mountain View actively participates in the long-range regional planning activities of future needs with our suppliers.

SFPUC Water Capital Improvements

Rebuilding the San Francisco System

In November 2002, San Francisco voters approved legislation to finance the Regional water system improvements to increase the seismic reliability of transmission and treatment facilities that bring water from the Sierra Nevada to the San Francisco Bay Area. The \$3.6 billion capital program contains 77 projects—regional water (outside San Francisco) and local water (inside pipelines and tunnels, reservoirs, and dams). The projects will prepare the system to meet water demand during prolonged droughts, respond to changing water quality regulations, and create opportunities for environmental stewardship.

SFPUC commenced the planning, design, and environmental review phase for many projects in the 13-year capital program and is working with state, regional and local partners such as Mountain View to keep project deadlines and project costs on track.

Each project will undergo a rigorous planning and design phase as well as a comprehensive assessment of potential environmental impacts. SFPUC will comply with the requirements of the California Environmental Quality Act.

Santa Clara Valley Water District Reliability Project

The SCVWD is conducting an evaluation of the vulnerability of their water supply infrastructure to catastrophic events. Two goals of the project are to estimate potential damage and service impacts and to develop a portfolio of projects to improve reliability. SCVWD is working with Mountain View and other water retailers to evaluate service impacts for both short term and long term disruptions.

Water Conservation Audits

SCVWD has been assisting the City of Mountain View with audits using the Irrigation Technical Assistance Program (ITAP). For more information, contact SCVWD at (408) 265-2600.

CAPITAL IMPROVEMENT PROGRAM (CIP) UPDATE

System Improvements

Reliability includes replacement of the nuts and bolts of the system.

- City crews replaced 40 corroded water service saddles on Old Middlefield Road from West Middlefield Road to Sierra Vista Avenue.
- City contractors replaced 1.25 miles of water mains, services lines and appurtenances on Melba Court and in the Monta Loma neighborhood—Thompson Avenue, Mardell Way, Ruth Avenue, and Betlo Avenue.
- Construction is expected to commence in summer 2004 for 1.5 miles of water and service mains on Dale Avenue, Heatherstone Way, Paul Avenue, Leona Lane, Barbara Avenue, Hollingsworth Way, and Kathy Way.
- Staff completed the U.S. EPA Drinking Water Infrastructure Needs Survey to identify the next twenty years of infrastructure improvements.

Future

- Mountain View is conducting a well reliability study and sustainability assessment of system wide well capacity for short-term emergency response.
- Water main replacements in the Latham Street and Fairmont Park neighborhoods.
- Replacement of 100 service saddles in the San Veron Park and San Pierre neighborhoods.

Reservoirs and Wells

Mountain View storage reliability is being enhanced with construction of two reservoir projects that address operational and future storage needs. Security enhancements are part of these projects. Construction for these projects is scheduled to begin in June 2004.

Graham Reservoir and Field project is a joint project with the Mountain View-Whisman School District located at Graham Middle School. An 8 million gallon underground reservoir will be constructed, and if pilot tests confirm viability, a new potable water well will also be constructed. The project includes infrastructure required to support the new reservoir and well, including a pump station. The school's playing fields will be rebuilt with restrooms and equipment storage to support the new and upgraded athletic facilities.

Miramonte Reservoir Expansion Project is a 2.3 million gallon reservoir that will be constructed adjacent to an existing one million gallon reservoir.

Well 22, a new well being added to Mountain View's emergency supply, will be commissioned this summer and is expected to produce approximately one-million gallons a day.

Operational Highlights

The capital improvement projects complement the ongoing maintenance of the Mountain View water system. The Water Division diligently maintains fire hydrants and valves, and repairs water main breaks immediately, the result being that unaccounted water is only 3%. The water distribution system is flushed annually to remove any sediment.

*City of Mountain View
Water Quality Technicians
conduct frequent samplings
to ensure water quality.*





Chloramine must be removed from water for people with fish or amphibian tanks and for sensitive users such as kidney dialysis patients and industrial/biotechnology businesses that use highly processed water.

City-wide Conversion to Chloramine Disinfectant

Mountain View's citywide water conversion to chloramine disinfectant is complete. Chloramine, a combination of chlorine and ammonia, is a more stable, longer-lasting disinfectant that produces lower levels of disinfection byproducts such as trihalomethane, a possible carcinogen.

On February 2, 2004, Mountain View implemented the SFPUC system-wide change to chloramine as drinking water residual disinfectant. Since March 1991, Mountain View has received SCVWD chloraminated water that serves the area of the City south of Cuesta Drive. The change to chloramine will help The City consistently meet current and future water quality regulations and enhance water quality.

Mountain View in conjunction with the SFPUC conducted an extensive public awareness campaign prior to the conversion to notify sensitive users of the change in disinfectant, such as people with fish or amphibian tanks, kidney dialysis patients, and industrial/biotechnology businesses that use highly processed water. Chloramine must be removed from water for these sensitive uses. Sensitive users may contact the Public Works Department for information on how to remove chloramine.

Water System Vulnerability Assessment and Security Planning

In compliance with the 2002 Public Health Security and Bioterrorism Preparedness and Response Act, Mountain View joined thousands of water systems across the country in completing a vulnerability assessment to assure the security of its utility installations. Additional physical and procedural security improvements are underway.

To Contact Us

City of Mountain View
Public Works Department
231 N. Whisman Road
Mountain View, CA 94043
www.mountainview.gov

During business hours,
Monday–Friday, 8 am–5 pm, call:

Utility Account Status or Billing
(650) 903-6317

Public Works Department
Water quality and general
systems questions
(650) 903-6329

After hours evenings holidays
(650) 903-6395

Report suspicious activities to the police
Dial 911

Public Participation

The public is invited to the City Council meetings, and the City Council generally meets the second and fourth Tuesdays of the month.

For more information contact one of the City of Mountain View staff listed below:

David Serge, Utility Services Manager
231 N. Whisman Road
Mountain View, CA 94043
(650) 903-6329

Cathy Lazarus, Public Works Director
500 Castro Street
Mountain View, CA 94041
(650) 903-6311

Other sources of information
California Department of Health Services
Drinking Water Branch
(510) 540-2158
www.dhs.ca.gov/ps/ddwem/

U.S. Environmental Protection Agency
www.epa.gov/safewater

Safe drinking water hotline
(800) 426-4791

QUESTIONS AND ANSWERS

Q. Is my water safe to drink?

A. Yes. Last year, as in years past, your tap water met all U.S. Environmental Protection Standards (U.S. EPA) and State drinking water health standards. Mountain View vigilantly safeguards its water supplies and once again we are proud to report our system has not violated a maximum contaminant level or any other water quality standard.

The water in Mountain View is consistently lower than all State and Federal standard limits.

Q. How does lead and copper get into tap water?

A. The sources of lead in the tap water are most likely lead solder and copper piping in the customers plumbing. The most common cause is corrosion, a reaction between the water and the lead solder or copper piping.

Q. Why is my water yellow or brown?

A. The most common reason for discolored water is household plumbing. When water is not circulated regularly (such as in a guest bathroom or when unused during vacation) it can pick up color from galvanized or copper pipes. A rusting water heater can also discolor water. In addition, distribution mains can accumulate small amounts of sediment that settles out.

Opening hydrants and altering normal flow patterns can disturb this sediment. In all cases, letting the water run 5-10 minutes should clear the discoloration.

Q. Why does my water sometimes look cloudy?

A. Tiny air bubbles can cause cloudy water. We often pump water to assist in distribution and this can introduce air into the system and create bubbles. The cloudy appearance will settle out if allowed to stand for a few minutes.

Q. How much water should I store for emergencies?

A. The Office of Emergency Services recommends a minimum of one gallon per person per day. Plan for at least 3 days.

Q. How long can I store drinking water?

A. Drinking water that has been disinfected can be stored for six months in capped, plastic containers.

Q. What is my water pressure?

A. Department of Health Services requires that a public water system provide more than 25 pounds of pressure. The lowest water pressure in the City system is 50 pounds and every effort is made to keep the water pressure within a 5-pound range.

Q. What types of water conservation programs does Mountain View offer?

RESIDENCES

Home Water-Wise House Call Survey Program: 1-800-548-1882

Irrigation Technical Assistance Program (ITAP): 1-(408)-265-2607 ext. 2639

Showerhead and Aerators Retrofit Distribution Program: 1-(408)-265-2607 ext. 2639

Bay Area Water Utility Clothes Washer Rebate Program: 1-(800) 587-3442

BUSINESSES

Commercial/Industrial/Institutional (CII) ULFT Program: 1-(408) 265-2607, x2707

Commercial Clothes Washer Rebate: 1-(408) 265-2607, x2707

ET Controller Pilot Program: 1-(408) 265-2607, x2639

Pre-Rinse Sprayer Program for Restaurants: 1-(408) 265-2607, x2707

Water Efficient Clothes Washer Rebate Program: 1-(408)-265-2607 ext. 2707

Water Efficient Technologies Program: 1-(408)-265-2607 ext. 2951

City of Mountain View
Public Works Department
231 N. Whisman Road
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